

THE  
EXPERIENCE OF CITIZENS  
IN 78  
GETTING WATER CONNECTIONS  
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(A SURVEY REPORT ON KNOWLEDGE, COMMUNICATION  
AND CORRUPTION)



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## P R E F A C E

Administration is the process of getting things done. In administering public utility services the administration comes in frequent contact with the public. The more elaborate the administrative procedures the greater is the need for contact between the public and the administration. On the basis of this experience, the public forms an image of the administration.

The present study has investigated the problem of sanctioning fresh water connections and has discovered certain administrative lacunae which have resulted in hardships to the people. The facts collected have been analysed and certain conclusions reached. It is gratifying to find that the press and the administration have felt drawn towards the study, and some measures have been taken to implement the suggestions made here.

The study is merely an essay in investigating administrative procedures and their impact on the public. Beside the conclusions, the study has made a contribution to the formal method and technique of studying administrative phenomena. It is hoped that further studies of this nature can be undertaken by the Indian School of Public Administration.

I.I.P.A.,  
New Delhi.  
July, 1965.

J. N. KHOSLA  
*Director*

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The study was completed in a short time due to the hard work put in by the investigators, Sarvashri M.V. Narayan Murthy, T. Venkaiah and Ravi Mediratta.

I.I.P.A.,  
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# **A SURVEY OF THE EXPERIENCE OF CITIZENS IN GETTING WATER CONNECTIONS**

## **THE PROBLEM**

A vague sense of dissatisfaction with regard to the efficiency of the administration seems to exist among the citizens. It is not easy to pin down the causes for this feeling. Unless there is a clear idea as to why such feelings prevail, nothing positive can be done to remove them.

The Union Ministry of Home Affairs has been concerned with this type of attitude among the public and is keenly desirous of removing or reducing such an attitude towards the administration.

Concrete action can be taken in this direction only when there are definite facts to go on. Consequently, suggestions were made to undertake studies which would throw light on the matter. The present study regarding the experience of Delhi citizens in getting water connections sanctioned from the Municipal Corporation, is an attempt in this direction.

## **Basic Questions**

The feeling indicated above seems to be a result of the image that the citizens have of the administration. Among the more important factors in this image are: (1) that the administration takes too long to make any decision; (2) that the delay is unnecessary and can be reduced; and (3) that this is remedied when the officials are gratified by some speed money.

This study is an attempt to test the validity of these images. More specifically the questions for which answers were being sought are as follows:

- (1) What is the time-lag between the application for water connection and the actual sanction?
- (2) What are the procedures for getting water connections and to what extent are the citizens aware of them?
- (3) What are the points of contact between the applicant and the administration?
- (4) What is the role of middle-men (plumbers) in getting sanction for water connection?
- (5) What are the experiences of the citizens regarding illegal gratification or corruption in the department?
- (6) What are the attitudes of citizens regarding corruption in general?

### WHAT IS CORRUPTION?

Two of the questions above refer to "Corruption", hence it is necessary to dwell on "What is Corruption"? It is not an easy phenomenon to define.

There seems to be a general feeling among the citizens that the administrative machinery does not move unless it is gratified by some pecuniary or other material advantage directly or indirectly or subjected to pressures from without.

The Santhanam Committee report states: "The problem of Corruption is complex, having roots and ramifications in society as a whole. In its widest connotation, corruption includes improper or selfish exercise of power and influence attached to public office or to the special position one occupies in public life."

Corruption seems to have existed in one form or the other throughout the ages and throughout all the countries. "Governmental Corruption or impropriety is found in all forms of bureaucracy and all periods of political development." There are many explanations which are given to explain away corruption in various societies. Often simple cures have been suggested. The suggestions of simple cure have been based more or less on the idea of a single

causation. Moreover, these suggestions are rather vague and based on imagination rather than on factual knowledge. Hence, there is need for a comprehensive study regarding the extent and mode of corruption.

Many explanations have been given as to the causes of corruption. The Santhanam Committee lists, among others: (1) The rapid expansion of governmental activities involving heavy expenditure which afforded to the unscrupulous officials opportunities for acquiring wealth by dubious methods; (2) The multiplication of administrative processes; and (3) Cumbersome and dilatory procedures and practices in the working of the Government machinery. The Committee further suggests that unwillingness to deal drastically with inefficient and corrupt officials and the protection given to them are other factors.

## DESIGN OF THE STUDY

The Municipal Corporation of Delhi is divided into ten zones which are more or less autonomous for purposes of granting the water connection. On the average each zone is said to give permission to four or five applicants per day. It was not considered possible nor necessary to cover a long period of time nor a very large number of applicants. According to the procedures laid down (described a little later) an applicant should be able to get his water connection within a period of eight days. According to the office records, 70-85 per cent of the applications are sanctioned within a period of eight days.

### The Area and the Sample

Three zones which tended to represent varied income groups were selected for conducting the study. Within the zone also only certain areas were selected on the same basis. Hence there was an element of purposiveness in the selection of zones and areas. This was done to know whether people with different incomes have different experiences. The zones and areas chosen are as follows:



<i>Zone</i>	<i>Area</i>
City North	Chandni Chowk, Dariba and Kashmiri Gate.
Karol Bagh	Dev Nagar, Regarpura and East Patel Nagar.
New Delhi	Jangpura and Amar Colony.

The period chosen was from May, 1963 to December, 1963. It was considered that this was a long enough period to provide us with sufficient number of applicants and cover as well all the seasons. Another reason for choosing this period was that there was an attempt to speed up the process of sanctioning the water connections—sometime in October, 1963. Hence it was considered that this period would provide comparative data before and after the decision to give water connection as quickly as possible.

All the persons who had applied for water connections during this period in the areas selected formed the universe. As there were a little over 150 applicants during this period it was considered best to treat all the applicants as the sample. Out of the 154, 42 applicants could not be contacted due to various reasons (absentee homeowners, addresses not known or incorrect addresses, out of station, not available, deaths, etc.). One hundred and twelve respondents were interviewed—this represented more than three fourths of the selected sample.

### **Characteristics of the Sample**

The assumption regarding the varied classes of people was validated as there was variation in age, income, education, and occupation among the sample.

The age range was from 20 years to over 60 years. A detailed breakdown is as follows:

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	<i>Percentage</i>
20-30 years	13.5
31-40 „	24
41-50 „	28
51-60 „	22
61 and over	12.5
	<hr/>
	100

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The occupations in which the respondents were engaged were very varied. These included, among others, business, government services, clerical, housewives, landlords, etc., fifteen respondents said that they did not have any occupation.

Seventeen per cent of the respondents said they had no income. This might be explained by the fact that while the ownership was in the respondents' name, the income from the house may be accruing to their sons or husbands or the owners themselves might be living in the house. Among the others, twenty-nine per cent had an income of less than Rs. 200; thirty-five between Rs. 201-400; and the remaining eighteen over Rs. 400. Only one refused to indicate the income group to which he belonged. The educational spread among the respondents was as follows:

Illiterate—14%; Primary—28%; Middle—21%; above Higher Secondary—37%.

The majority of the respondents were Hindus while 15 were Sikhs and two Muslims. Among the Hindus; almost all the castes were represented. The data was analysed according to these various characteristics of the sample (in age, income, education, etc.) No significant relationship was found between these variables and findings for the sample as a whole.

## Plumbers

Among the twenty licensed plumbers in the area fifteen were interviewed. The age range among the plumbers was also from 20 years to over 60 years. A detailed breakdown is as follows:

	<i>Percentage</i>
20-30 years	20
31-40 „	20
41-50 „	20
51-60 „	26
61 and above	14
	<hr/> 100

Fourteen per cent of the plumbers had an income of less than Rs. 200. Forty-six per cent between Rs. 201-400 and four per cent had an income between Rs. 401-600. One plumber had an income of more than Rs. 1000. One plumber refused to indicate the income group to which he belonged.

The educational spread among the plumbers was as follows:

Primary—14%; Middle—46%; Higher Secondary—20%; College—6%; Graduate—14%.

The majority of the plumbers belonged to the Hindu religion while two were Sikhs and two Muslims.

## Methodology

The respondents were interviewed on the basis of a prepared questionnaire. The questionnaire was designed to elicit information regarding their knowledge of the procedures, expenditure and attitude towards administration. An attempt was also made to get their suggestions on how to expedite the sanction of water connections.

As more and more respondents were interviewed, it became apparent that most of the respondents had no clear knowledge regarding the procedures in getting the water connections. They tended to depend on the plumbers to get the connection. This fact made it necessary to interview plumbers in these areas. Among the twenty licensed plumbers in the areas fifteen were interviewed on the basis of a questionnaire which was not very different from the questionnaire which was administered to the people who were sanctioned their connections.

The interviewers were able to interview between two to five persons per day. Although the questionnaire by itself did not take more than half an hour, the respondents were on the whole responsive and kept talking about their experience, some of which were related to their attitude towards administration in general rather than to the problem under study. The good response was probably due to the fact that there was a great deal of talk on corruption at the time of the study and the expectation that the study will lead to some action for the prevention of corruption and may be, for speeding up the administrative process.

### HOW TO GET WATER CONNECTIONS?\*

Before the data as such is analysed it may be useful to indicate the procedures for getting water connections. According to the rules and regulations laid down by the Municipal Corporation of Delhi, the procedure is as follows:

“The office of the Zonal Engineer (Water) deals with the applications for new water connection, reopening of old connections and temporary connection for festival or for construction work. Applications for new water connections are required to be submitted in duplicate on prescribed forms alongwith sketch of a plan duly attested by a licensed municipal plumber. If the applicant is an owner he should submit the receipt for last payment of the property taxes. In case of tenants an attested copy for the last payment

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\* From the D.M.C. Hand Book, on Property Taxes.

of rent and a 'No Objection Certificate' from the owner are necessary.

The Act\* has authorised the Commissioner to require the owner or the person primarily liable to pay the property taxes to take a water connection if it appears to him that the premise is without supply of wholesome water for domestic purposes or the existing supply is inadequate for the occupants.

In case of a newly constructed building the owner should submit the completion certificate or give the undertaking that he has applied for it and will submit it within six months' period. He should also give an undertaking that he will connect the house drains with the municipal sewer. Where the connection is required for non-domestic purposes, the licence of the trade for which the water supply is required should be submitted along with the estimate of the daily consumption and the method of the waste disposal.

When the connection is required temporarily for the construction of building or for some festivals, sanctioned plan and the period for which the supply will be required should be submitted.

In order to avoid unnecessary correspondence and delay the applicants are advised to complete the forms in every respect.

Ordinarily the intimation of the sanctioning of the new connections is sent to the applicant within a fortnight after which he is required to make the payments in respect of meter security, connection fees, etc., within a prescribed period. Where the municipal meter is provided, the amount of security is Rs. 100 but in case of a tenant an additional security of Rs. 30 is charged.

After making these payments road cutting charges are deposited in the Engineering Department and the permission for boring is accorded by the Water Supply Undertaking. The work has got to be completed through a municipal

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\* The D.M.C. Act.

licensed plumber in accordance with the municipal by-laws, rules and regulations after which the supply is connected. The monthly bills are issued to the consumer by the Water Supply and Sewage Disposal Committee.

The cases of reopening of an old connection are dealt with by the Assessor and Collector's Department but if the period during which the connection had remained cut off is more than one month, the case will be sent to the Zonal Engineer (Water), for site verification.

If the consumer feels that the meter is defective he can get his meter checked on payment of Rs. 5 as testing charges in the office of the Zonal Engineer (Water)."

### DATA ANALYSIS

The Data can be analysed under three categories: factual information, knowledge of the respondents, and their opinions.

#### How Long to Get the Sanction?

Almost all the applicants had applied for domestic water connections. Among the 112 applicants there were no rejections.

The time taken for giving the sanction varied from eight days to more than a month.

TABLE I

*Percentage distribution of the Public and Plumbers by the time taken for getting sanction for water connections.*

			Percentage	Percentage
			Public	Plumbers
Within a week	..	..	12	33
10 days	..	..	—	7
fortnight	..	..	27	47
20 days	..	..	4	—
Month	..	..	23	13
More than a month	..	..	29	—
Don't know	..	..	5	—
			100	100
Number	..	..	112	15

Although the Municipal authorities said that 70 to 85 per cent of applicants were given connection within eight days, fifty-two per cent of the respondents said that it took a month or more than a month to get water connection. Only 12 per cent of the population said they got the connection within a week. Another 27 per cent said that it took 15 days.

Among the plumbers one third said they got the connection within a week or sometimes less than a week whereas another 54 per cent said that it took them about a month. Neither the public nor the plumbers indicated that there were any rejections. There was variation between less than a day and about three months in getting the water connections, but the average time was two to three weeks. In an extreme case, one of the respondents said that he got the connection almost before submitting the application. In cases of extra early sanctions (of which there were very few) the applicants tended to belong to the administrative set-up of the corporation.

When the respondents were questioned as to whether they were given any explanation, when connection was not given within 16 days, only three persons said that they were given an explanation. In one case, the applicant was told that the plumber would handle the case and in another case the ownership of house was doubtful. In almost all the cases where the sanction had not been given within a fortnight no explanation was given.

To the question as to whether they had done anything when the sanction was not given within the usual period of eight days out of 93 cases only 6 had attempted to do something, some paid repeated visits to the office, others went to the ward councillors. In one case one of the applicants, when he went to the office was told not to complain. One person indicated that he paid cash to the chaprasi, the clerks and the supervisor. The total amount spent by him being Rs. 25. Two persons said that they had paid amounts ranging from Rs. 5 to Rs. 25 to expedite sanction on the application.

One third of the plumbers said that they paid amounts ranging from Rs. 7 to Rs. 20. One of the plumbers said that he spends money for entertaining the clerical staff with tea and snacks and thus maintain friendly relations to get his work done.

### **Do People Know?**

Ninty per cent of the public made their applications through the plumbers for getting the water connections. One of the reasons for this is that they have to get a certificate from a licensed plumber that internal fittings have been completed. Some of the respondents indicated that they did not want to be bothered with the procedures for getting the water connection as they feel that it would take too much time to do so. Some indicated that they will have unnecessarily to make use of their casual leave to pursue the application. Only seven per cent had made applications by themselves.

The fact that most of them submitted their applications through the plumber might explain as to why 83 per cent of the applicants did not know what the procedure were for getting the connection. Only 17 per cent said that they knew the procedures for getting water connection.

As is evident, from the description of the procedure given earlier there are many preconditions which have to be fulfilled before making the application for water connection. Forty per cent of the public knew about the preconditions whereas 60 per cent were ignorant of them. All the plumbers knew the pre-conditions and could specify them.

It is generally assumed that corruption is more prevalent at the "cutting edge" level, *i.e.*, at the lower levels of officialdom, at which people come into contact for getting their things done. Some of the questions were designed to elicit information regarding this respect. To the question as to who are the people whom you have to meet to get the water connection, about 75 per cent said they did not know; 15 per cent said that they did not meet



anybody. This is probably because very few of the respondents did the work on their own. Among the few who had got the work done by themselves, the majority of them had met the overseer, a couple of them the diary clerk. When the same question was posed to the plumbers, 40 per cent said that they had to meet the diary clerk, 13 per cent the overseer; 20 per cent Assistant Engineer and another 20 per cent Enquiry clerk. From an official point of view, the only person an applicant has to meet is the diary clerk to whom the application is submitted. The overseer also may be met at the time of the inspection of the site.

### **Is There Carruption?**

It has already been indicated that only seven per cent of the respondents had directly submitted their applications. Nevertheless the question "Did you have to give anything to anybody in the office" was posed to all respondents.

Among those who had applied directly, almost all of them said that they had paid in cash, in three cases at the clerical level and in one case at the supervisory level. In two cases, the applicants were unable to indicate the level, although they said that they had paid cash. Two of the respondents said they had not paid anything.

All those who had applied through the plumbers, replied in the negative to the above question.

When the same question was posed to the plumbers, 87 per cent said that they had to give some amount, whereas one plumber said that he did not have to give any and another refused to answer the question.

Nearly 50 per cent of them said they had to pay at the clerical level and in another 20 per cent of the cases some amount was paid at the supervisory level and in another 20 per cent of the cases they said they had paid at all levels. The amount ranged from Rs. 7 to Rs 20.

When the public was asked as to whether the plumber had suggested the need to pay something, in about 30 per cent of the cases they answered in the affirmative.

It is often suggested that knowing somebody in the office concerned or a political leader in the area can expedite matters. Only about 15 per cent of the sample knew somebody or the other in the Corporation office but in only 5 per cent of the cases help was taken. Among the Plumbers, in three cases where they knew somebody in the Corporation office they did not take any help, whereas in one case help was taken.

About 30 per cent of the sample knew the Municipal Councillor from their wards. Here also in only 5 per cent of the cases their help was sought in getting water connection. Three of the respondents said they did not want to take any help, whereas in the case of another three help was refused by the councillors. On the whole not much confidence was expressed in the Councillors and the feeling that they were interested only in getting the votes rather than serving the people seemed to pervade among the respondents. Among the plumbers a third of them knew the Councillors but no help was taken.

### What Do People Think?

About 60 per cent of the sample felt that the time taken for giving the water connection was reasonable whereas 35 per cent said that it was too long. When asked as to what they considered to be the reasonable time, the following responses were elicited.

				<i>Percentage</i>
Less than a week	..	..	..	7
1 week	..	..	..	35
10 days	..	..	..	16
15 days	..	..	..	30
1 month	..	..	..	8
Don't know	..	..	..	4
				100

Among the Plumbers 40 per cent said that the time taken was reasonable where 60 per cent said that the time

taken was too long. All except one among them felt that one week was the reasonable time whereas one suggested that 10 days time was reasonable for sanctioning the water connections.

It has already been indicated that only small percentage of the public knew the procedures for getting the water connection. Of these about a third felt that procedures were complicated, about 50 per cent that it was satisfactory whereas a small minority (15 per cent) felt that it was simple. Among the plumbers, more than half felt that it was complicated and about a third felt that it was simple. One fifth of them said that the procedures were satisfactory.

Among the public more than 60 per cent of the public who knew the procedure said that this could be simplified and specified as to how this could be done, whereas the remaining said that this could be simplified but did not know how. Among the plumbers a third felt that the procedures cannot be simplified, the remaining 66 per cent said that it could be simplified but only one fourth specified how this could be done.

The suggestions made were: (1) complete overhauling of the department; (2) eliminating delay and inefficiency; (3) elimination of the plumber from the transaction enabling the people to have a direct approach with the authorities; (4) sanction should be given immediately when the completion certificate and House Tax Receipt are produced; (5) there should be an immediate inspection after the submission of application; and (6) the overseer report should be eliminated. The plumbers felt that delay occurred in getting the House Tax Certificate. They also favoured immediate inspection of site after the submission of applications.

Among the respondents who know the pre-conditions 40 per cent of them said that the pre-conditions could be removed or modified whereas another 40 per cent said that nothing should be done as the existing pre-conditions are necessary and satisfactory.

Twenty per cent of them did not express any opinion.

Among the plumbers nearly half of them said that the pre-conditions were satisfactory and nothing can be done whereas others said that they could be removed or modified. The suggestions made in this connection were as follows:

- (i) Elimination of House Tax Receipt and Completion Certificate for getting water connection. They also felt that if within six months the House Tax Receipt is not produced, the water connection can be discontinued.
- (ii) Tenants felt that there was no need for getting a "No Objection Certificate" from the owner before getting water connection.

### **What the People Paid?**

It has already been pointed out that the public by and large are unaware of the procedures for getting the sanction for water connection. When questioned as to what the charges they had to pay to the Municipal Corporation for getting the water connection, there were varied responses. More than half the respondents did not know what the charges were. (Obviously they went by whatever the plumber told them.) The actual charge is only Re. 1 for giving the connection and there is deposit of Rs. 10 to be made which is adjusted to the water consumption charges.

Except for about 15 per cent of the population, all of them estimated the charges higher than what they are.

Among the plumbers, a third of them said that it was less than Rs. 15 while 40 per cent said it was between Rs. 26 and Rs. 50, another 20 per cent said that the charges were between Rs. 100 and 200. It was possible that the question was misunderstood by both the public and the plumbers. They may have indicated the total expenses they incurred which might have included internal fittings, laying of the pipe from the main line to the residence, etc.

TABLE II

*Percentage distribution of the Public and Plumbers according to their opinion on the charges for getting water connections.*

Rupees				Public	Plumbers
Less than 15	..	..	..	15	33
15—25	..	..	..	9	—
26—50	..	..	..	5	40
51—100	..	..	..	16	—
101—200	..	..	..	2	20
Don't know and forget			..	53	7
				100	100
Number	..	..	..	112	15

TABLE III

*Percentage distribution of Public and Plumbers according to what they actually spent or charged in getting water connections.*

Rupees				Public	Plumbers
less than 15	..	..	..	—	—
15—25	..	..	..	4	—
26—50	..	..	..	11	73
51—100	..	..	..	25	—
101—200	..	..	..	29	20
200+	..	..	..	17	—
Don't know	..	..	..	14	—
Amount unspecified		..	..	—	7
				100	100
Number	..	..	..	112	15

Table 3 shows how much actually was spent by the consumers and what the plumbers said how much they actually charged. More than 70 per cent of the consumers had paid more than Rs. 50. Almost a third paid more

than a hundred rupees. In one extreme case a person said that he paid as much as Rs. 400.

Among the plumbers about 75 per cent said that they charged between Rs. 26-50 while another 20 per cent said that they charged between Rs. 100-200. There is a clear discrepancy, as is clear from table, between what the public say that they have paid and what the plumbers said they have charged. When a certain amount of probing was done the plumbers said that they charged about Rs. 20 as miscellaneous expenses which they said was used for gratifying any extra demands by the officials.

It may be of interest to note that in about the third of the cases the plumber had suggested to the respondents the need for paying the officials and the amount suggested varied from Rs. 5 to 20. In other cases it is possible that the plumber simply charged the amount under the heading miscellaneous and did not specifically indicate that the amount was for giving to the officials. None of the sample knew as to whether the amount so mentioned by the plumber was actually paid by him to the officials. In 20 per cent of the cases public said that this extra gratification might have helped whereas the other 80 per cent said that they did not know whether it helped or not. The plumbers on the other hand felt that nothing moved unless some direct or indirect gratification was made available to the officials. Some respondents put it humorously referring to the officialdom, "Money makes the mayor go".

### **Who are Corrupt?**

The respondents were asked as to whether corruption was due to plumber or officials. Twelve per cent said the plumbers were responsible for the prevailing corruption, while 16 per cent assigned the blame to officials. In 20 per cent of the cases they said it was due to both. The remaining respondents said "did not know" which may also mean that they were not able to make up their mind if it was one or the other or both.

To the question "How many municipal officials in the Water Department are corrupt?" the responses were varied and the information given in table 4.

TABLE IV

*Percentage distribution of Public and Plumbers according how many officials in the Water Department are corrupt.*

No. of officials				Public	Plumber
All of them	..	..	..	13	66
Majority of them	..	..	..	5	—
About half	..	..	..	2	—
A few	..	..	..	13	20
None	..	..	..	10	7
Don't know and no experience	..	..	..	57	7
				100	100
Number	..	..	..	112	15

More than half of the respondents said that they had no experience of any contact with Water Department officials. Among the others only 10 per cent felt that none of the officials are corrupt, whereas 20 per cent felt that majority of the officials are corrupt.

Two thirds of the plumbers considered all officials corrupt and another 20 per cent said that a few were corrupt. Only in one case a plumber said that none of the officials are corrupt. In this case it so happened that a municipal officer was present when the interview took place.

The plumbers are probably in a better position, as they actually come in contact with the officials concerned, to indicate the prevalence of corruption. Further they seem to influence the image of the public by indicating that they have to gratify the officials to get things done.

## REACTIONS TO SUGGESTIONS

Some suggestions were made and the respondents and the plumbers were asked to indicate whether acceptance of



these suggestions would make getting water connections easier and quicker. (Refer to Table 5)

TABLE V

*Percentage distribution of Public and Plumbers according to their views regarding the suggestions made.*

	Public			Plumbers		
	Yes	No	Don't know	Yes	No	Don't know
1. Apply directly to higher authorities	54	15	31	27	60	13
2. Eliminate Plumbers certificate	31	27	42	—	—	—
3. More authority to zonal officials	45	20	35	40	53	7
4. A Central Office to handle applications	56	8	36	40	47	13
Number	112			15		

It is of interest to note that about a third of the public sample did not express any opinions on these suggestions. Further there seems to be a different point of view among the public sample as compared to the plumbers. While about 55 per cent of the public sample feel that applying directly to higher authority would quicken the procedure, 60 per cent of the plumbers feel that this would not be so. More than half of the plumbers feel that giving more authority to zonal officials, would not speed up the process whereas only 20 per cent of the sample hold this view. The feeling among the plumbers seems to be that as the zonal officials already have sufficient powers and any increase in the powers might only mean greater corruption at zonal level. The idea of a Central Office which would deal with the applications for water connection seems to be appealing to more than half of the public respondents whereas among the plumbers there is no clear point of view. About an equal number approved as well as disapproved the suggestions. Thirty-six per cent of the public did not give



any opinion. One gathered during the conversations the feeling that opinion among the people was that as corrupt practices prevail in the departments of the Municipality, having a Central Office would not particularly improve matters. In this connection it may be of interest to note that those who approved of Central office suggested, this might be directly under Delhi Administration rather than under the Corporation.

The public were asked whether eliminating the plumbers certificate would be of help. Thirty-one per cent replied in the affirmative, 27 per cent in the negative and 42 per cent gave no opinion. This indicates an ambivalent attitude of the public towards the plumbers. While they like to reduce his role to the minimum, there is also a feeling that they cannot get along without him. The public felt that it would take far too much of their time to pursue the matter by themselves. Hence they would rather pay something extra if need be and let an agent handle the matter for them. This view among the people that it takes too much time for themselves to get things done in the office is of serious consequences. It would mean that the distance between Public and the Administrator is great and also the Public forms the image of the Administration on the basis of what the middlemen tell them. There is need for more direct contact between the Administrator and the citizen.

## THE EXTENT AND CAUSES OF CORRUPTION

The present study, while specifically concerned with Water Department and its functioning, included a few questions to get at the general attitude regarding their overall impression regarding corruption.

A little more than a third of the respondents seem to think that majority of the municipal officials are corrupt. Fifteen per cent of them said that all of them are corrupt while another 23 per cent said a majority of them are corrupt. Only 2 per cent said that none of them are corrupt. Thirty-eight per cent said they did not know

or had no experience. More than half the plumbers said that all the officials are corrupt; another 20 per cent said more than half are corrupt. It is of interest to note that 20 per cent of the plumbers said that none of the officials are corrupt. All in all more than half the public and about three fourths of the plumbers consider that more than half the officials are corrupt. Analysing the data further, it would seem that almost 95 per cent of the people who have had any experience with the Municipal Corporation indicate that there is corruption in the Corporation while there is difference of opinion regarding the extent of corruption. This perception and experience among the public should be a matter of great concern.

TABLE VI

*Percentage distribution of Public and Plumbers according to their opinions on how many Municipal Officials are Corrupt.*

<i>"Officials Corrupt"</i>				<i>Public</i>	<i>Plumbers</i>
All of them	..	..	..	15	53.0
Majority	..	..	..	23	—
About half	..	..	..	12	7.0
A few	..	..	..	9	13.0
None	..	..	..	2	—
Don't know and no experience	..	..	..	39	20.0
Refusal	..	..	..	—	7.0
				100	100
<i>Number</i>	..	..	..	112	15

*The Public and the Plumbers assigned the following reasons for the existence of corruption :*

	<i>Public</i>	<i>Plumbers</i>
Low salaries	21	13
Nature, Habit and Character	19	27
Others (Luxury, compulsion National Character)	17	33
Cost of living high	11	—
Don't know	32	27
	100	100

The reasons assigned can be grouped into two sets, viz., (i) Inadequate remuneration. (ii) Lack of character. About a third of the public feel that corruption is due to inadequate remuneration, whereas another third feel that it is a matter of character. Among the plumbers 60 per cent said that lack of character was the reason for the prevalence of corruption. Only 13 per cent of them felt that low salaries was the cause. About a third both among the public and the plumbers did not indicate any reasons. It may be pointed out that their general conception of corruption is confined to people accepting bribes in the form of cash either for doing something illegal or just for speeding up of the administrative processes, mostly the latter.

The respondents, as the data indicates, seem to feel that there is a great deal of corruption. However, the situation is not without hope. Fifty-three per cent of the people feel that corruption can be eliminated while 17 per cent feel that it can be reduced, three per cent said that nothing can be done, others expressed no opinion. Nearly half of the plumbers said that corruption can only be reduced, 40 per cent feel that it can be eliminated, while the remaining that nothing can be done.

Three statements were made and the respondents were asked to express their agreement or disagreement. This was a further attempt to get at the perception of the public towards corruption in general. The first statement was "There will always be corruption in our society". This statement was made as it has been suggested by some that the bureaucracy only reflects the society in which it operates and hence its morals would be no better or no worse than the morals of the total society. The idea was that if majority of the people accepted this view they would tend to be complacent and tolerate corruption. Under these circumstances it will become more difficult to deal with corruption. More than a third of the people (37%) agreed with this statement while 20 per cent did not express any opinion. The remaining 43 per cent disagreed with that. The situation is a matter of concern as considerable percentage of the people feel that there will always

be corruption in society. An attitude of this nature is not conducive for attempting any reformation of the administration. It is also possible that while people are interested in doing something about eliminating or reducing corruption, there is a sense of helplessness as the ramifications of corruption are so wide that one does not know where to begin to tackle it. This sense of helplessness might have made them agree to this statement. This could be a demoralising factor in any attempts at reformation. However, one has to remember that 43 per cent disagreed with the view. There is a substantial percentage of people who are more hopeful and their optimism might be of value in any attempts to remove corruption.

Among the plumbers, 60 per cent disagreed with the statement and 40 per cent agreed.

To test this attitude further another statement was made, "people are more responsible for corruption than officials". It has been suggested that people are anxious to get things done either out of turn or get some things done which are not altogether lawful. Hence they are willing to pay the price.

TABLE VII

*Percentage distribution of Public and Plumbers according to their relation to the statement "People are more responsible for corruption than officials".*

					Public	Plumbers
Agree	..	..	..	..	20	26
Disagree	..	..	..	..	44	60
Both	..	..	..	..	17	7
Don't know	..	..	..	..	19	7
					100	100
<i>Number</i>	..	..	..	..	112	15

Only 20 per cent of the public and 26 per cent of the plumbers agreed with the statement. About 45 per cent among the Public and 60 per cent of the plumbers disagreed.

This would suggest that the majority consider officials more responsible for corruption than the people. Seventeen per cent among the Public considered both of them responsible.

In informal discussion with the officials, they felt that it is the people who tempt the officials and since they are human, some of them yield to the temptation. As one of them put it "for every bribe taker, there is a bribe giver".

It is generally held that the officials at the lower level are more susceptible to corruption than the officials at the higher level. The study provides some evidence in this direction. About 45 per cent among the public and a third of the plumbers agreed with the statement "the salary of the Municipal Officials is low—so they have to take bribes". A third among the public and 60 per cent among the plumbers did not agree. This opinion was based more on their imagination of what they considered the salaries were. The remaining said "Don't know".

## WHAT THEY SAID

In a structured questionnaire, it is not always possible to get a complete picture of the situation. Often, the informal discussions reveal interesting and sometimes may be significant insights which might further help in understanding the problem under study. Some of the aspects that came up in the informal discussions are described.

### The Officials

The problem of corruption was discussed with officials of the Corporation in an informal way. At the higher levels there seems to be an awareness of the existence of corruption among the officials. There seems to be a genuine desire to do what they can to reduce this to the minimum. With this point of view they are attempting to shorten the procedures and to give the sanctions as early as possible. The present position is to ensure that an answer is given to the applicant within eight days. Their own records indicate that about 70 to 85 per cent of the applications are sanctioned within eight days. This however was not borne

out by the evidence given by the public. When this was brought to the notice of the officials they said that their sanctioning the application was dependent on the completion of the application and in fulfilling all the pre-conditions. Often the first applications tended to be incomplete. This might explain the discrepancy. The officials also feel that the perception of corruption among the Public is far too exaggerated. Their own view is that while there is corruption, it is limited in its extent. They further suggested that the plumber is the greater villain of the piece rather than the officials themselves. The data validates this view to some extent. As it was found the plumbers did charge some amount or the other from the public. The plumbers admitted that they paid between Rs. 5 and Rs. 8 and in few cases up to Rs. 20. Their own charges to the clients was much more. The clients were not able to indicate whether the amounts so charged was actually paid to the officials or kept by the plumbers themselves.

In our discussions both with the officials and the public sample, we discerned a feeling of concern of the role played by some of the Councillors. Often the Councillors, they said wanted things done which were not proper procedurally or legally. At other times they seem to want to prevent things being done for clients who are not their supporters and more particularly if the client was a supporter of a rival councillor. However, we have no factual evidence to prove or deny such a feeling.

### **The Plumbers**

It is evident from the study that the plumbers are the people who are directly in contact with the officials. In informal discussions with them, mention was made about the difference between the actual charges of the Municipal Corporation and their own charges from the clients. They said, that they had to pay some amount at different levels to keep the files moving. Further, they had to spend a large amount on conveyance in making frequent trips to the Corporation Office to get the sanctions. All these



expenses were included in their charges to the clients. An interesting point made by the plumbers was that the unlicensed plumber is more responsible for corruption than the licensed ones who were the only ones interviewed. It is their view that there is connivance between the officials and the unlicensed plumber. On the other hand the officials are to some extent aware of the operation of the unlicensed plumber, but as long as an application has the seal of a licensed plumber they have no valid reason to reject the application. It was indicated that the licensed plumbers allow the unlicensed plumbers to borrow their seals at a price. It is probably being done as, providing water connections is not particularly lucrative and profitable both from the view point of cash income and the work involved. The plumbers are able to make easy money by just lending their seal to the unlicensed plumber. the rate is said to vary between Rs. 5 to Rs. 10 per each lending of the seal. In an extreme case there was an instance of one unauthorised plumber detected after getting more than 200 connections. We were informed that the case is under investigation. They also indicated that there is a great deal of malpractices in testing the water meters.

### **The Public**

The general attitude among the public is to avoid going to the Corporation to the extent possible. There prevails among the public a considerable degree of feeling that there is deliberate delay, harrassment, and discourtesy in many departments of the Corporation. As the sample consisted of people who had some contact with Corporation this feeling was entertained more as a result of experience than hearsay. The tendency among the public was to avoid coming into direct contact with the officials and to prefer getting things done through middlemen or agents even if it cost extra money. The viewpoint of the officials is that the public wants to get things done expeditiously or out of turn and even without completing all the formalities. The officials, however, ignore the fact that public are not

fully informed of all these formalities at one stage but different officials say different things at different stages. Sometimes the public were duped by the agents also as they themselves were not fully aware of the rules and regulations.

The evidence and the feelings show that Corruption cannot be studied in isolation of any particular section or department. It cannot also be assumed that the integrity of the officials by itself (though it might go a long way in removing corruption), will ensure the eradication of corruption as long as the administrative processes remain complicated and cumbersome, and the citizens are not fully informed of them. Moreover, the overall perception of citizens seems to be that corruption is an aspect of total society and the administration is only a part of it. Within this context they accept the role of agents who seem to capitalise on this feeling and create a further gulf between the public and the officials. The ramifications and implications of corruption are wide and as such it has to be viewed in a larger context. While particular branches might be studied and modifications introduced for immediate relief, for an ultimate improvement in the situation, the cures have to be applied to root out the causes after proper identification and diagnosis.

### GENERAL FINDINGS OF THE STUDY

- (1) By and large all the applicants received sanction for getting water connection. The time taken varied from a couple of days to more than 3 months. The average time taken was about a fortnight.
- (2) The majority of the public are unaware of the procedures and the pre-conditions for getting the water connection.
- (3) The public avoid going to the Corporation themselves and prefer to get things done through middlemen.
- (4) Both among the public and the plumbers the feeling is that unless speed money is paid the files do not gather momentum. The amount paid varied from about Rs. 5 to Rs. 20. There seems to be a



discrepancy between what the citizens paid to the plumbers and what the plumbers paid to the officials.

- (5) Neither the plumbers nor the public even when acquainted with their ward councillors or Corporation officials had approached them for help.
- (6) There is an ambivalent feeling regarding giving more authority to zonal offices and a slightly more favourable attitude to having a Central Office to deal with applications.
- (7) Corruption seems to be more prevalent at cutting edge level both in the office and in the field.
- (8) The views of the public were not categorical with regard to the possibility of elimination of the role of middlemen.
- (9) About 60 per cent of the people hold the view that corruption prevails in several of the offices of the Municipal Corporation although there is variation regarding the extent.
- (10) Corruption exists not only because of officials and middlemen but because of the presence of unscrupulous elements such as unlicensed plumbers who take advantage of the situation, and the practice of licensed plumbers lending their seal to make easy money.
- (11) The public feel that between 10 to 15 days is the reasonable time for getting the water connection and that procedures and preconditions can be modified to simplify the process. The plumbers feel that a week is reasonable time and not much can be done with the procedures and preconditions.

### SUGGESTIONS

- (1) One of the most important things that needs to be done is to develop greater communication between the administration and the public with regard to administrative procedures in the water connection department of the Municipal Corporation, as very few

people knew about the procedures for getting the water connections.

- (2) The procedures may be printed and attached to the application form itself, which is given to the applicant.
  - (a) the language used should be simple rather than the official type, the meaning of which not many of the public are able to follow;
  - (b) more publicity in the press through press releases, articles, may be followed;
  - (c) Preparation of handbills which can be given on to anyone who enquires for the information. The information should clearly indicate which office to approach, the designation of the person who should be approached and also when to approach. The information may indicate the steps at which delays are likely to occur so that the citizens can try to expedite the matters at those particular places;
  - (d) the court fee stamp has to be affixed to the application. Stamp papers, at present, are not available at the zonal office of the Corporation office. This may be made available by the Corporation at the zonal offices, which will further reduce delay;
  - (e) the applicant themselves should try to follow up the applications by going to the municipal office directly.
- (2) At present the Corporation itself gets the clearance regarding the House Tax Receipt. A great deal of delay occurs in this office. Two ways in which the time taken may be reduced in this office, are:
  - (a) some sort of a liaison officer may be appointed to expedite the matter at the assessor's office, and
  - (b) the applicant himself might be allowed to produce the certificate or a copy of the house tax receipt of the current year may be accepted for clearance.

- (3) To speed up the process, the applicant may be allowed to take for granted that the sanction has been made if he does not get a reply within a period of 10 days. It may however, be suggested that in this case the depositing of some security may be necessary to prevent people from taking undue advantage of such a rule. (This process is being followed in the building department).
- (4) In view of the fact that no clear views were expressed as to whether the plumber can be eliminated the following alternatives may be considered:
- (a) the Municipality employ their own plumbers for boring and connecting the tap to the water main. This might involve the employment of a large number of plumbers by the Municipal Corporation but if there are only limited plumbers, the delay is likely to increase;
  - (b) some sort of identification cards should be provided to the plumbers and publicity given regarding the type of identification the plumber needs to possess. Specimen signature may be maintained at the zonal offices and Central Office;
  - (c) the licensed plumber may be asked to give a list of their completed work. This might help in detecting the operations of the unlicensed plumber;
  - (d) the general public suffers from unauthorised connections resulting in financial loss to the Corporation as well as the depletion of water supply. The possibility of imposing deterrent punishment to those who have unauthorised connections may be considered.
- (5) The possibility of maintaining a complaint register at the zonal and central offices may be considered.
- (6) The present staff is unable to cope with the volume of work. They have also complained about the physical discomforts and inadequacies which in turn affect their efficient functioning. The workload of the

functionaries and the physical conditions of the working places may be examined, with a view to bring improvement in the same.

## CONCLUSION

The ramifications of delays, corruption, etc., in the administration are wide and varied. Suggestions for simple cures are usually based on the idea of single causation. The present study confirms the popular impression that the phenomenon of corruption is widespread and is caused by a number of factors among which may be included the complacent acceptance of its existence by the public. The Santhanam Committee refers to the need for "the creation of a social climate both among public servants and in general public in which bribery and corruption may not flourish". The study at hand clearly shows the need for creating a social environment in which people feel that the society can rise above corruption.

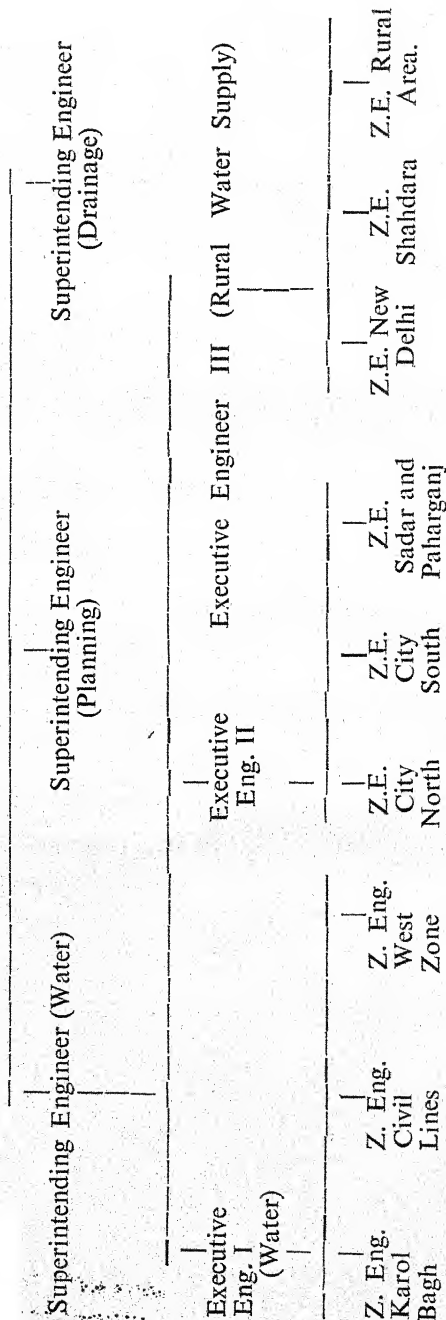
In conclusion we would like to quote the view of Ralph Braibanti from his article on "Reflections on Bureaucratic Corruption" which helps to see corruption in its proper perspective.

"Corruption in Government is a terribly complex phenomenon which must be attacked in a variety of ways, some of which are long range and subtle and some of which are practical and can have immediate discernible effect. There is no single cause of corruption, nor are there two or three sole causes. Every bureaucracy has had corruption and many bureaucracies have reduced it to negligible dimensions. A nation existing as a society grows in responsibility as it matures. With that growth common values are likely to be more widely diffused. If that mutual process is helped by vigorous legislative and administrative means and is given meaning by virtuous leadership, a nation can expect to experience a high degree of probity in bureaucracy. But it can never afford to relax its vigilance over power exercised by man over his fellow Man."

# APPENDIX I

## ORGANISATION CHART

Chief Engineer (Water)



## ZONAL OFFICE

Zonal Engineer

3 Section Officers

Fitters

Beldars

Wiremen

One Upper Division Clerk

One Lower Division clerk

One peon

Non-Official

Mayor

86 Councillors

Chairman of Water and Sewage Disposal Committee

Deputy Chairman

2 Members

## APPENDIX II

### HOW THE APPLICATION IS PROCESSED ?

Submission of application in duplicate

Applications Diarised by the Diary Clerk

One application is sent to the Assessors Office for verification of house ownership

The other is sent to the section officer for site verification

Both applications are to be returned within 3 days to the Zonal Engineer's Office.

The Upper Division Clerk compiles both the reports and submits the case to Zonal Engineer (Water) for sanction.

# APPENDIX III

## FORM A

### MUNICIPAL CORPORATION OF DELHI

#### Application Form for Water Connection\*

Dated.....196

To

The Commissioner,  
Municipal Corporation of Delhi, Delhi.

Sir,

I/We.....hereby apply for a new water connection/addition or alteration in existing fittings for the following premises :

Ward No.....Street.....

Locality or Mohalla.....

Block No.....House No.....

Existing Water connection No. (if any).....

Owned by.....

Owner's signature in token of consent.....

My/Our probable requirement of water.....gallons per day water will be used for domestic/trade purposes. At present the above premises have.....(No. of taps).....(No. of flushes) and.....(No. of other fittings or appliances) and now I/We want.....No. more of.....

I/We have engaged M/s.....Licensed Plumbers to do the plumbing work for me/us after your sanction is received.

I/We agree to pay such charges as Corporation may from time to time, be entitled to make and to conform to Delhi Municipal Corporation Act and all Bye-laws made thereunder.

I am,  
Yours faithfully,

*Applicant's Signature*.....

*Address*.....

.....

.....

.....

.....

*Signature of Licensed Plumber*

---

\*The form duly completed should be forwarded to the Assessor and Collector.



*No entries are to be made in this page by the applicant.*

**Report of the Office of Assessor and Collector**  
Water Connection Application No.....

Report re-ownership and due etc.

*Date.....*

*Head Clerk/Supdt.*

---

**Assistant Engineer (Water)'s Report and Recommendation**

1. Purposes for which water connection is required Domestic/  
trade
  2. Scarcity area/non-scarcity area
  3. Size of main Existing Proposed
  4. Size of Ferrule
  5. Size of service pipe
  6. No. of taps
  7. No. of closets
  8. No. of other fittings and appliances
- Other remarks

*Date.....*

*Assistant Engineer (Water)*

---

Order of the Chief Engineer (Water)

*Chief Engineer (Water)*

*Date.....*

---

Water connection No. Allotted.

Rs..... have been credited to Municipal Fund on account of vide receipt No. ....dated..... and the application is returned to the Chief Engineer (Water) with advice that water may be turned on.

*Dated.....*

*Head Clerk/Supdt.*

## APPENDIX IV

### QUESTIONNAIRE FOR WATER CONNECTION

1. For what purposes did you apply for water connection?  
Domestic                      Non-Domestic                      Others
2. When did you apply for the water connection?
3. Was it sanctioned or was it rejected or is it still pending?
4. If sanctioned within how many days?  
8 days                      15 days                      30 days                      More than a  
(Week)                      (fortnight)                      (Month)                      month
5. If it took more than 15 days were you given any explanation?  
Yes/No
- 5a. What was the explanation?
- 5b. Did you feel the explanation was  
Satisfactory  
Not satisfactory
- 5c. Have you paid any money to get the sanction when it was not given to you within the usual period of 8 days?  
Did you do anything?  
Yes/No
- 5d. If yes—What?
6. Do you consider the time taken for giving the connection?  
Too short                      Reasonable                      To long
- For all*
7. Did you make the application yourself or through an agent?  
Self  
Agent  
If so                      Plumber  
                         Engineer  
                         Others

8. What is the procedure for getting the connection? or what is the method for getting the water connection?
- 1.
  - 2.
  - 3.
  - 4.
  - 5.
9. Do you think the procedure is  
Complicated  
Satisfactory  
Simple
10. Do you think the procedure can be simplified ? and How?
11. What are the preconditions for making the application?
12. Do you think that any of those preconditions can be removed or modified?

*For Sanctioned Cases only*

13. Who are the people whom you or your agent had to meet for getting water connection?
- 13a. Did you know anybody in the Corporation Office ? Did you take his help, if so in what way?
- 13b. Do you know the Councillor from your ward? Did you take his help? If so in what way?
14. Did you have to give anything to anybody in the office to get the sanction?  
Yes/No
15. If so to whom (Level)  
Clerical  
Supervisory  
Administrative
16. If so what?

17. Did you do this yourself or was it through the agent?  
Self  
Through the agent
18. Did the agent suggest the need to give something?  
Yes/No  
If yes, Did he also suggest what to pay?  
Yes/No
- 18a. Do you know if the agent actually delivered the thing  
you gave to some one in the office?  
Yes/No
- 18b. How did he pay?
19. Do you think it helped?
20. Do you think the corruption is due to plumber or  
officials?

*If Rejected*

1. What reasons were given for not giving the connection?
2. Do you agree with the explanation given?  
Yes/No
3. If not—  
Did you make a representation to higher authorities?  
Yes/No  
If yes—What was the result?  
If not—why not?
4. What are the procedures for getting water connection?
- 4a. Did you follow all of them?
5. Did you fulfil all the preconditions?  
Yes/No
6. Do you feel that if you had bribed some one in the office,  
you would have got it?  
Yes/No

*Pending*

1. How long has your application been pending?
2. Has any explanation been given about the delay?
3. If yes, do you agree with the explanations?
4. If not, what do you think are the reasons?
5. Did you follow all the procedures?
6. Have you fulfilled all the conditions?
7. Do you think that if you were to bribe some clerk/  
Supervisor/Officer the application will be sanctioned?
8. Has anybody suggested it to you?

*For All*

21. Do you know if the overseer actually examined the site  
Yes, he did  
He did not  
Don't know
22. Now we will suggest some changes, would you please tell  
us that if the following changes are made, getting the  
sanction will be easier and quicker?
  - (a) Apply directly to higher authority.  
Yes/No
  - (b) Eliminate getting the Plumbers' Certificates.  
Yes/No
  - (c) Give more authority to zonal officials.  
Yes/No
  - (d) Have a Central Office to deal with applications?
23. What are the charges for getting water connection?  
How much did you actually spend, the same or more?
24. How many Municipal Officials do you think are corrupt?  
All of them  
Majority of them  
About half  
A few  
None
25. Why do you think they are corrupt?
26. Do you think it can be eliminated?  
Eliminated  
Reduced  
Nothing can be done

6. What about the Water Department?
27. Now we place before you some statements. You please tell us whether you agree with them or not?
- (i) There will always be corruption in our society.  
A D D.K.
- (ii) The salary of the Municipal Officials low—  
so they have to take bribes?  
A D D.K.
- (iii) People are more responsible for corruption than the  
officials?  
A D D.K.

### BACKGROUND INFORMATION

House	Location	
	Rented	Yes/No.
Age	20—30	
	31—40	
	41—50	
	51—60	
	61+	
Occupation		
Income	Less than 200 p.m.	
	201—400	
	401—600	
	601—800	
	801—1000	
	1001+	
Education	Primary	
	Middle	
	H.S.	
	College	
	Graduate	

Religion—Hindu/Muslim/Sikh/Christian/Others.

Caste

## APPENDIX V

## SANCTION FOR WATER CONNECTIONS

## How and where to obtain\*

*Where to Apply?*

Applications for new water connections, or reopening of old connections or temporary connections for construction work or for festivals should be made to the office of the Zonal Assistant Engineer (Water). While handing over the application at the Zone please ask for an acknowledgement, bearing the serial number, at which application is registered.

*How to Apply?*

Applications for new water connections should be made on printed forms available from the office of the Assistant Engineer (Water) at each Zonal Office. The forms are available free.

*Documents to be submitted*

The application should be sent in duplicate alongwith a sketch of the site plan. It should be accompanied with:

(i) *No Objection Certificate*

If the application is a tenant, he should submit a 'No Objection' of the owner of the premises. Even a letter of refusal to give certificate will serve the purpose.

(ii) *Completion Certificate or an Undertaking*

In case of new buildings, where change in the use of water connection from building purposes to domestic purposes is required, the completion certificate or an undertaking that an application for completion certificate has been submitted and shall be furnished in one year's time and that the house drains have been connected to the municipal sewer, should be submitted.

(iii) *Licence, etc.*

Where the connection is required for non-domestic purposes, licence for the trade together with the

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\*A brochure published by the Municipal Corporation after the Study.

estimate of the daily consumption of water and proposals for the disposal of waste water should be attached.

(iv) *Sanctioned Plan etc.*

Where the connection is required temporarily for the construction of a building or for other purposes, a copy of the sanctioned plan containing details of covered area at various floors together with the details of cubical contents of the proposed construction and the period for which water connection is required should be mentioned.

(v) *Payment of Arrears Receipt*

Where the existing connection has been cut-off for non-payment of water charges, municipal receipt for the payment of arrears along with the reopening fee will serve the purpose.

*Direct Application—Departmental Work Undertaken now*

Applications for new connections are now entertained under the signature of the owners or occupiers of buildings without the necessity of these being tendered through licensed plumbers. The Zonal Assistant Engineer (Water) will lay necessary communication pipe with Municipal main. The expenses thus incurred on behalf of the applicant will be payable by him in advance according to schedule (copy available in Zonal Office).

*Information about Plumber*

Where, applicant desires to engage a licensed plumber for this work, he will give information about the licensed plumber who would be engaged. This information, however, can be submitted either on the application form itself or separately on receiving the sanction for the water connection.

*Time Limit*

Ordinarily applications for water connections up to the size of 1/4 inch ferrule are sanctioned and intimation sent to the applicants within 8 days.

Applications for connection with a bigger ferrule require reference to the Dy. Chief Engineer (Water) at Town Hall, and



therefore, take a little more time. Such applications will be sanctioned and intimation sent within 15 days from the date of the application.

### *Extension of Time*

Temporary water connections for construction of buildings and other specified purposes are also sanctioned. Where extension of time is required in respect of these connections, it will be sanctioned on receipt of applications which should give reasons for the extension applied for.

Applications for re-opening of water connections will be entertained by the Zonal Assistant Engineers concerned.

### *Payment of Charges*

On receipt of the intimation about the sanction of a water connection, the applicant is required to deposit certain charges including meter security, tenant security (where applicable) and connection fee within a prescribed period. The applicant should make the payment and obtain written instructions thereafter from the Assistant Engineer (Water) for depositing the road-cutting charges in the office of the Zonal Engineer (Works). At present the meter security is Rs. 100/-, tenant's security Rs. 30/- and opening fee Rs.3/- per connection.

### *Permission to Supply Water*

Within three days of the payment of road-cutting charges, a permission letter for boring the municipal main is issued by the Assistant Engineer (Water) of the Zone concerned. The connection is made by the Assistant Engineer (Water) where the applicant has opted to get the work done through him, on payment of scheduled charges or through a licensed plumber in case the applicant has chosen to engage one in accordance with the municipal bye-laws, rules and regulations.

### *Re-opening of Old Connection*

Application for reopening of old cut-off connections should be submitted in the office of the Assistant Assessor and Collector of the Zone concerned if the period during which connection has remained cut-off for non-payment of water charges is less than one month.

If, however, this period is more than one month the application should be made to Assistant Engineer (Water) of the Zone concerned.

### *Defective Meters*

If the consumer is not satisfied about the readings of the meter provided at his place, he should apply to the Assistant Engineer (Water) for getting his meter tested. For this, he has to pay Rs. 5/- as testing charges in advance which will be refundable in case the meter is actually found defective.

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